



News and Views

The Newsletter of the Tennessee Public Library Management Institute

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include value and cultural differences, lack of information, combative or competitive organizational cultures, and lack of skills at listening, problem solving and mediating. Ms. Wiseman detailed some effective methods to solving conflict such as separating the people from the problem, using fairness to make decisions and creating options for mutual gain.

Managing Conflict and Dispute Resolution

On Wednesday, Sharon Wiseman followed up her presentation of the Myers-Briggs Type Indicator with a discussion on conflict and dispute resolution. Ms. Wiseman explained that even though it is not always a pleasant experience, conflict is necessary for growth and "a natural part of life." Responses to conflict can be soft (withdrawing/ignoring), hard (threatening/pushing), or principled (sharing information/cooperating). Sources of conflict



The "Institooters" were divided into groups and instructed to provide some examples of conflicts within their libraries and then to discuss possible solutions. Some examples of conflicts included issues with library board members, problems with individuals loitering and destroying library property after hours (there was a lack of community support to resolve the issue), and various disputes between employees. Ms. Wiseman then suggested the participants consider some additional managerial approaches to resolving these conflicts. These approaches included forcing/competing (forcing one's viewpoints at the expense of others),

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compromise/bargaining (looking for solutions to enable all to get some of what is desired), avoiding (withdrawing or retreating), accommodating (emphasizing agreement and de-emphasizing disagreement), and collaborating/problem solving (working to reach a mutually or agreeable satisfactory solution).

The participants utilized the concepts they learned about the different personality types when discussing conflict resolution. With Ms. Wiseman's help and suggestions, the groups were able to provide each other with some great tips and ideas for better management of conflict within their libraries.

The Results are In!

The "Institooters" have figured out which Myers-Briggs Type Indicators fit their personalities the best. The table on page 7 of this newsletter shows the different personality types and lists the participants that belong to each type. The average type of the group is ISFJ. Take a look and see which "Institooter" shared your personality type!

Looking to the Future

Jane Pinkston wowed the "Institooters" with her discussion on the "Library of the Future" late Wednesday afternoon. The discussion began with a look at two important futurists, F.W. Lancaster and William Crossman, who have made some interesting predictions about the future of books and the written language. Twenty-five years ago, F.W. Lancaster coined the phrase "the paperless society." He believed that eventually all information will be on computers and digitalized. William Crossman predicted that in the future written language would eventually disappear altogether. He believes that computers will become so advanced that an individual can voice a question to the computer on ANY topic and the computer will answer, without the need for a keyboard.

Next the discussion was turned to some innovative technologies already in place at some academic and larger public libraries. They include e-book collections and usage, virtual reference 24 hours a day, books on demand printing, intelligent library circulation systems, and automated retrieval systems. Checkpoint Systems has produced intelligent library circulation systems that enable easier book check-in, self-checkout, and faster shelf scanning for books out of order, etc. The automated retrieval system allows libraries with extremely large, rarely used collections to place them in storage and then retrieve the items via a mechanical "robot" that sorts through the stored items, picks out the correct book, and then sends it to the librarian on a conveyor belt. These were some exciting new trends for the "Institooters" to look forward to using at some point in the future!

Finally, the "Institooters" spent some time envisioning the future on their own. One group envisioned a mobile library that could easily be installed inside malls and grocery stores. Patrons requesting "books" could have them delivered electronically or delivered to their homes. A second group foresaw a universal system of cataloging chips through which books would arrive pre-cataloged and ready to shelve. A third group foresaw virtual story times, book discussions, and classes involving those in the library and in remote locations. A portable wireless computer lab could be stored in a closet and taken to any location for use. Other visions included automated drive-up windows, robotic book shelving, a transporter at the circulation desk, and a "zapper" which could easily locate an overdue book and return it to the collection.

Quotable Quotes

Throughout the week of the Public Library Management Institute, the "Institooters" and

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guests have several opportunities to voice their opinions and feelings about various things. Here are some "Quotable Quotes":

I like being with my own kind; it's like ET going home.

– Virginia Borrelli & Sharon Wiseman

The best way to solve any conflict is with a can of pepper and a hammer! (You'll have to ask the "Institooters" about this one)

- Anonymous

If nothing else works, then VOTE 'EM OUT! (In response to dealing with a difficult board member)

- Anonymous

Life can only be

Ones to Watch Out For:



Rumor has it that Shasta Moody often has men falling at her feet!

understood backwards, but it must be lived forwards.

– Kierkegarde

**HAPPY BIRTHDAY TO
BRENDA PIRTLE!**



A LITTLE HUMOR...





STARS OF THE DAY



Chantay Collins

Introduced By Robin Cogdill

The Barefoot Librarian! Yes folks, you read it right – barefoot – in the library. I discovered that Chantay Collins, Director, Maynardville Public Library, is very unique. She is far from your stereotypical librarian. She isn't afraid to move mountains to make her current situation become what she requires to provide services at her library. Chantay is a woman with a God-given purpose. She lost her seventeen-year-old daughter, Temeriah, five years ago in an automobile accident. Her eighteen-year-old son, Andy, will attend Tennessee Tech this fall. After a year's withdrawal to mourn her child, Chantay prayed that God would give the guidance she needed to move forward with her life. God answered her in a dream – the library was the place she needed to start her future. A job opening became available because the Maynardville Public Library director was ready to retire. Chantay sent her resume to the library board. At the interview, she told the other job applicants to go home because the job belonged to her. She then proceeded to inform the library board the same thing. They believed her! Since that time three years ago, she has made great strides in improving patron usage and satisfaction at the Maynardville Public Library – in her bare feet!

Gloria Fox

Introduced By David Fulkerson

Gloria Fox was born and raised in Union County, Tennessee, where she still lives today. Gloria went to elementary school in a two-room

schoolhouse and then graduated from Union County High School. Gloria met her husband, Roy, in high school and they have been married for nearly 34 years. Their daughter, Brandi, recently graduated from the University of Tennessee with a degree in engineering. Gloria is the Director of Luttrell Public Library in Luttrell, Tennessee. The aspect of the library of which she is most proud is the Summer Reading Program. The program averages an enrollment of 134 each year. Gloria lists reading and shopping as her hobbies. When asked if she had a particular place she like to shop, or some particular type of shopping, she responded, "No, just shopping." Roy must be a great guy – not many men could handle a hobby like that for 34 years!

Margaret Elsea

Introduced By Carol Kersey

Margaret Elsea is the Library Manager for the main branch of Sullivan County Library. She has held this position for five years. Before beginning her library career, Margaret worked at Burlington and as a preschool teacher. She has been married for 24 ½ years and is the proud mother of 19-year-old Tim and 21-year-old Joe. Her oldest son is a student at the University of Tennessee and her youngest son attends technical school. As Margaret told us on Sunday night, she collects cows. She explained that she has live cows; however, her collection consists of any items with a cow theme. Margaret said she took the job at the library because someone called and told her a position was available. After talking with her, it is obvious she continues to work at the library because she cares about the people and enjoys the opportunity to be of service to her community.

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Robin Cogdill

Introduced By Chantay Collins

Everyone – I would like you to meet my new friend Robin Cogdill. Robin lives in Kodak with her husband and 3 boys. Brandon is graduating from high school this week, Tony is a junior in high school, and J.B. is graduating from grade school this week as well. They are too cute for words. Robin started out part-time at the Kodak Branch of Sevier County Public Library in December 2000 and became full-time in April 2001. She has a great talent for artwork. Her proudest moment at her library was summer reading. Last year, they had 203 children and read 4,000 books. Some of the things she did before included work in retail and at Dollywood in ticket sales. But, what she liked the best was driving the tram for Dollywood. She had ghost feet after the summer was over from wearing the little boots – but you'll have to ask her about that yourselves!

Jan Woodard

Introduced By Tammy West

Jan Woodard was born in Minden, LA in 1947 (55 years old). She moved to Tullahoma, TN when she was 10 years old. While in college she met her husband, John Woodard. They have been married 34 years and are blessed with sons – John, Jr. (28) and Allen (24); and a grand-daughter, Jenna (2 years old). She collects Swarovski crystal (you'll have to ask her what this is), antique furniture, porcelain pigs and rabbits. Her hobbies include swimming, gardening, traveling and (of course) babysitting! Jan's library career started at Vanderbilt University working part-time filing and typing catalog cards. She married and they moved to Clarksville. She then began work at the Clarksville-Montgomery County Library on Main Street in 1969. She resigned in 1974 with the birth of her first child and stayed home for 8 years with the children. She worked summers at the library and came back full-time in 1983. She says she never intended to stay at the library this long! The

highlight of her library career was moving from a 17,000 square foot building to 74,000 square feet in 1997. They are open 7 days a week. She is assistant director with 53 staff members. She LOVES her job and all the people!

Dinah Bowman Harris

Introduced By Kim Hicks

Dinah has always lived within a five-mile radius of her hometown of Lexington, TN. Her past achievements include being a stay-at-home mom as well as an active library patron. Her education included one year of college during which time she excelled in Computer Technology. Her major served her well during her five years as a part-time librarian and these past 21½ years as Library Director. Her former job as a high school teacher prepared her well for the stress of having the roof of her library torn off by a tornado. Her Zen activities include reading, sewing and listening to music. She fills her house with various sewing machines, thimbles and Bill Gaither videos. Favorites include the book *Cheaper by the Dozen* (author Philip Yancy), and actor David Elliott. Dinah is best known for her chocolate-oatmeal cookies and for having been crowned "Woman of the Year"! Although the above is an impressive way to have filled her years, I believe that Dinah's greatest achievements have been on the home front. Along with her husband of many years she has raised three sons-Joshua, age 21; Justin, age 19; and Joseph, age 18. Dinah chooses to live by her favorite motto, "Life is short, eat dessert first."

Tammy Daniels

Introduced By Norma Day

Tammie Daniels is an attractive 43-year-old blonde born October 13, 1960. She was left a widow and single parent after being married only 3 short years. She has a daughter Amy who is 23. She remarried on New Year's Eve in 1995. Tammie comes from a small family having only one sister, Angel, who is married to the son of

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former Governor Blanton. Tammie was born in Adamsville (which is the hometown of the late Bufford Pusser) and still resides there today – living in the historical home of her grandparents. The home served as a stopping place for the stagecoach as it passed through town. Her grandparents (who owned the home) were prominent people in the town as her grandfather served as the town doctor and her grandmother the midwife. Both of her parents are still living. Tammie enjoys singing a variety of different kinds of music. She began her singing talent at age 4, singing in the church. She now serves as choir director at 1st Christian Church. She has won numerous talent shows, made demos and also sang with Darryl Worley. Along with being Library Director in Adamsville, she is also the manager of Pusser's Restaurant and Co-President of The Business and Professional Association. She is a high school graduate with certifications in hotel management and bank tellers. Her favorite food is chocolate and she loves the movies *Steel Magnolias* and *Pretty Woman*. Her favorite books are *A Walk to Remember* and *Let's Roll*. Quote: "The best way to have an enemy is to change him into a friend."

Norma Day (ISFJ Type)

Introduced by Tammie Daniels

Norma Day is an introverted person. She is the director of the Lake City Public Library in Lake City, Tennessee in the Clinch-Powell Region. Norma has a high school education. Norma has been married to her husband Glenn for thirty-two years. Norma and her husband have two children, a daughter, Christy, age 16 and a son, Caleb, age 14. One very interesting thing is she and her husband tried to have children for seventeen years until the Lord blessed them with 2 children. Norma's daughter worked in the library before Norma took the Assistant Librarian job. The Director then decided to

take another job and Norma agreed to take the Director's position. Norma has brown eyes and salt-and-pepper hair. She loves animals – she has 6 beagles, one yorkie, and one lab retriever. Norma's favorite food is chocolate and her favorite book is *Suzanne's Diary*. Her hobbies include shopping and traveling to watch her son's baseball team play. Her favorite movie is *Love Story*. Her husband is the pastor at the Church of God. Norma's favorite motto is: "In all thy ways, acknowledge him and he shall direct thy paths" (Proverbs 3:6).

James Houston

Introduced By Norma Humphries

James became interested in library work as a volunteer at age 14. At age 16, he became custodian at Art Circle Public Library, where he was a volunteer. He was very pleased to become assistant director at age 18, where he has remained since 1984. He enjoys processing books, audios, and videos. James is also very good with computers. He does not read a lot, but enjoys science fiction when he has time to read. James collects all *Star Trek* items and watches *Star Trek* movies. Family members include 2 brothers with James being the oldest sibling. James's Mom is still living, but he lost his Dad in 1990. I know everyone will enjoy getting to know James – I certainly have.

INSTITOOTERS' MYERS-BRIGGS PERSONALITY TYPES

MAY 22, 2003

ISTJ	ISFJ	INFJ	INTJ
Margaret Elsea Anita Hopkins Jan Allen	Tammy West Katherine Horn Brenda Pirtle James Houston Norma Humphries Norma Day	Carol Kersey Jane Pinkston Mary Schmidt	Mary Robbins
ISTP	ISFP	INFP	INTP
Carol Woody	Rebecca Berry Carol Tippins Shelley Fugitt Faye Toombs	Alesia Burnley Linda Ackerman Robin Cogdill	David Fulkerson
ESTP	ESFP	ENFP	ENJP
	Theresa McMahan Brittany West Jan Woodard	Chantay Collins Tammie Daniels Kim Hicks Virginia Borrelli Shasta Moody	Judi Reynolds
ESTJ	ESFJ	ENFJ	ENTJ
	Dinah Harris Janice Peevyhouse Gloria Fox Coneen Ailey	Amber Mace Curt True Connie McSwain	

